

Complaints Investigating Officer

Grade 8

About the Service

The Customer Feedback & Complaints Team is responsible for operating procedures to deal with formal complaints from members of the public. The team ensures compliance with the Council's statutory obligations, corporate accountabilities and Ombudsman directives for services provided and commissioned by the Council.

About the Role

It offers advice and guidance to people wishing to make a complaint, supports managers carrying out investigations, and disseminates learning from complaints throughout the organisation to shape future service provision. The service administers statutory children's and adults' social care complaints procedures, the Corporate Complaints Procedure, MP enquiries and public enquiries to the Chief Executive and Senior Leadership Team.

As a professional investigator, you will undertake investigations into all matters relating to statutory and corporate complaint investigations at Stage 2.

You will support timely and quality responses to the Local Government and Social Care Ombudsman and stakeholder enquiries, maintain contact with complainants throughout investigations, and uses customer insight to identify learning and service improvement opportunities.

You will ensure that investigations are progressed and completed in a professional, timely and appropriate manner, having regard to SCC policies and processes and statutory guidance, whilst engaging with key stakeholders regarding the progression of the investigation process. You will also escalate and advise, at the earliest opportunity, of any issues which require additional actions to be taken outside of the agreed processes within your remit.

Reporting Relationships

Responsible to: Complaints & Customer Feedback Manager

Responsible for: No direct reports

Key Accountabilities:

1. In accordance with statutory guidelines, develop, communicate and follow investigation plans for Statutory and/or Corporate Stage 2 complaints, setting clear objectives and timelines.
2. Identify, source, collate and analyse all relevant evidence whether interview-based or documentary, ensuring the child/young person's rights and best interests/welfare are at the centre of your investigation.
3. Remain aware of, and escalate or address, any conflicts of interest which may arise at the outset of or during each investigation to ensure impartiality and integrity of the process.
4. Provide timely and accurate information for Local Government and Social Care Ombudsman enquiries, supporting approval and submission in line with Council policies and required timescales.
5. Manage communication with complainants during investigations, providing updates, responding to queries and maintaining a high standard of customer service.
6. Maintain complaint records and update the case management system accurately and in accordance with the Complaints Policies and Procedures.
7. Produce high quality probative investigation reports with a clear, concise and structured assessment of the methodology used and evidence collected during the investigation process, drawing conclusions of what is fair and reasonable between the interest of the child or young person or their representatives and the interest of the Local Authority.
8. Maintain confidentiality and conform to Staffordshire County Council Information Governance procedures at all times to protect the integrity of the investigation, involved parties and the data collected.
9. Produce detailed and informative reports on Stage 2 outcomes to key stakeholders. Working effectively with them to understand their data and drive change.

Person Specification

Qualifications/Professional membership

- Educated to a degree level or equivalent experience

Knowledge and Experience

- Proven experience in conducting complaint investigations in Children & Families context
- Proven experience reviewing and surmising child social care and/or education records.
- Demonstrated ability to handle sensitive and complex cases with good understanding of the Local Government and Social Care Ombudsman.
- Experience in undertaking analytical or problem-solving work leading to recommendations for further action.
- Ability to manage multiple complex tasks simultaneously.
- Ability to work independently with minimal supervision.
- Demonstrable experience in quickly building positive relationships and establishing credibility with others at all levels
- Report writing experience and ability to present facts and recommendations.
- Ability to ensure compliance with Local Government and Social Care Ombudsman and Complain policies and procedures as appropriate.

Skills

- Effective listening skills
- Ability to communicate effectively, both verbally and in writing.
- Effective organisational skills with attention to detail.
- Analytical and problem-solving skills.
- Ability to manage multiple investigations simultaneously.
- Ability to work independently and as part of a team.
- High level of integrity and ethical standards

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.